



# NOTICE OF ADMINISTRATION COMMITTEE MEETING

Covering Policy, Administration and Community  
Relations/Communications

**NOTICE IS HEREBY GIVEN** that the San Lorenzo Valley Water District has called a regular meeting of the Administration Committee to be held on Tuesday, August 10, 2021, 9:00 am, via video/teleconference.

<https://global.gotomeeting.com/join/700027325>

You can also dial in using your phone.  
(For supported devices, tap a one-touch number below to join instantly.)

United States (Toll Free): 1 866 899 4679  
- One-touch: <tel:+18668994679,,700027325#>

United States: +1 (571) 317-3116  
- One-touch: <tel:+15713173116,,700027325#>

Access Code: 700-027-325

## AGENDA

1. Convene Meeting/Roll Call
2. Oral Communications  
*This portion of the agenda is reserved for Oral Communications by the public for items which are not on the Agenda. Please understand that California law (The Brown Act) limits what the Board can do regarding issues raised during Oral Communication. No action or discussion may occur on issues outside of those already listed on today's agenda. Any person may address the Committee at this time, on any subject that lies within the jurisdiction of the District. Normally, presentations must not exceed three (3) minutes in length, and individuals may only speak once during Oral Communications. Any Director may request that the matter be placed on a future agenda or staff may be directed to provide a brief response.*
3. New Business:  
*Members of the public will be given the opportunity to address each scheduled item prior to Committee action. The Chairperson of the Committee may establish a time limit for members of the public to address the Committee on agenda items.*
  - A. ZOOM ROOM MEETING PLATFORM INFORMATION  
Discussion and possible information regarding Zoom Room Meeting Platform.

B. PROCESS IMPROVEMENTS FOR PREPARING MEETING AGENDAS AND SUPPORTING MATERIAL

M. Dolson will present his plan for the preparation of agenda packets followed by Committee and staff discussion.

4. Old Business:

*Members of the public will be given the opportunity to address each scheduled item prior to Committee action. The Chairperson of the Committee may establish a time limit for members of the public to address the Committee on agenda items.*

- A. CIVICCLERK - AGENDA AND MEETING MANAGEMENT PROGRAM  
Discussion and possible action by the Administration Committee regarding CivicClerk.

5. Informational Material:

Here is a link <https://www.slvwd.com/node/286/minutes> to previous Admin Committee meeting minutes.

6. Adjournment

*Agenda documents, including materials related to an item on this agenda submitted to the Committee after distribution of the agenda packet, are available for public inspection and may be reviewed at the office of the District Secretary, 13060 Highway 9, Boulder Creek, CA 95006 during normal business hours. Such documents may also be available on the District website at [www.slvwd.com](http://www.slvwd.com) subject to staff's ability to post the documents before the meeting.*

**Certification of Posting**

I hereby certify that on August 6, 2021 I posted a copy of the foregoing agenda in the outside display case at the District Office, 13060 Highway 9, Boulder Creek, California, said time being at least 72 hours in advance of the regular meeting of the Admin Committee of the San Lorenzo Valley Water District in compliance with California Government Code Section 54956.

Executed at Boulder Creek, California, on August 6, 2021.

\_\_\_\_\_  
Holly B. Hossack, District Secretary  
San Lorenzo Valley Water District

## M E M O

TO: Admin Committee  
FROM: District Manager  
SUBJECT: ZOOM ROOMS  
DATE: August 10, 2021

### RECOMMENDATION:

It is recommended that the Admin Committee review this information and direct staff on how to move forward on this item.

### BACKGROUND:

Staff has been researching the options for the possible resumption of in-person and/or hybrid Board and Committee meetings. Scotts Valley Water District is gearing up to hold meetings through Zoom Rooms so we contacted them to see if it is a possibility for us.

The Zoom Rooms license cost is \$49/month/room. Zoom Rooms has no preference for hardware unless we will be working with proprietary Cisco or Panasonic video and audio equipment. Leasing options are available and have been requested.

Zoom Rooms require 5 components: Monitor or Display, Computing Device, Microphone, Speaker, and Controller. Some hardware comes with all 5 components, but you can mix and match to make the hardware more cost-effective. Projectors are not recommended because the quality won't be as good and TVs are relatively affordable. For the computing device, Zoom Rooms typically recommends an Intel Nuk, Dell Optiplex, or Mac Mini so we can mount the computer to the back of the Monitor. For a controller, we can use an iPad. We may already have some hardware that will work. According to Zoom Rooms, audio is by far the most important component and where we'll want to make sure we are set up successfully.

Our Zoom Room representative has provided an Overview and Demo for us to share. They cannot attend this meeting because it is a GoToMeeting and is a conflict of interest. They will be available to present to the full Board at a Board of Directors Zoom meeting if the Admin Committee recommends this item to the Board.

- [Zoom Rooms Overview](#)
- [Zoom Room Demo](#)

## **Process Improvements for Preparing Meeting Agendas and Supporting Material**

**Mark Dolson**

**August 11, 2021**

A hallmark of effective organizations is that they regularly check for potential improvements in their standard operating procedures. An “improvement” is a revised process that ultimately causes the organization to operate substantially more efficiently and/or effectively. For SLVWD, the preparation of public meeting agendas and back-up reports is a good example of a process with the potential for significant improvement. I am requesting that the Administration Committee actively investigate this possibility.

### Proposal

It would arguably be a good exercise for the Administrative Committee to routinely evaluate process-improvement proposals such as the one above. I am specifically requesting that we consider the possibility of developing templates and/or checklists for more clearly motivated agenda items and more usefully informative back-up reports or introductory presentations in order to facilitate more efficient and more effective planning and engagement with the Board and oversight committees.

### Background

It is natural for staff to want to minimize the time invested in meeting preparation, but this is frequently a false economy. Hastily drafted and overly vague agendas can have high costs when they give rise to widespread public misunderstandings and/or meandering meeting discussions. A simple checklist/template (ideally embedded in an online framework) can go a long way to improving this situation.

For example, consider a hypothetical Administration Committee agenda item concerning potential process improvements for preparing for public meetings. Current SLVWD “best” practice would be to write something like the following:

Improved Meeting Agendas. Discussion of possible strategies for improving the effectiveness of public meeting agendas. The Brown Act requires meeting agendas to be published 72 hours in advance of all public meetings. See attached 10-page document.

Contrast this with the following alternative:

Review of Proposed Process Improvements for Preparation of Meeting Agendas.

- Objective (i.e., what is the desired outcome?): Obtain committee approval of an initiative to develop a process for more effective public meeting preparation, and seek committee consensus on specific steps in this development process.
- Motivation (i.e., what problem are we trying to address?): Vaguely-formulated agenda items and inadequate back-up presentations frequently result in inefficient deliberations. Meeting participants end up asking questions that should already have been answered, making incorrect assumptions, and/or going off on tangents; in the worst case, there are costly public misunderstandings.
- Background (i.e., what proposals are on the table, and what are the key current open questions?): A template/checklist would ensure that agenda items routinely provide essential information to avoid confusion and focus discussion. A sample agenda-item template is provided, but more assessment is still needed. Also, more guidance is needed on the preparation of back-up reports (which can either be part of the Meeting Packet or part of a live staff presentation prior to the meeting discussion). The final guidelines need to be carefully designed to maximize the ROI for the associated extra effort on the part of staff.

The first example (i.e., the current SLVWD standard) makes it clear what the topic is and provides some relevant background, but it does a poor job of setting the stage for an effective discussion. Not only does it fail to explain why this item is on the agenda, but it fails to point to a relevant summary of the proposed solutions that have already been considered, of their corresponding strengths and weaknesses, and of any known open issues.

The second example tries to remedy this by explaining that a standard format for agenda items (e.g., a template or checklist) can ensure that the most important questions and answers are clearly summarized in advance of the meeting. The committee discussion can then focus on assessing identified (and potentially overlooked) strengths and weaknesses of a concrete proposed solution to a clearly stated problem. For example:

- What are the potential downsides to introducing a standard template for agenda items and for back-up reports?
- What items should a standard agenda-item template include? What should a standard back-up report checklist include?
- What relevant experiences (e.g., from other committees) can further inform this discussion?

This kind of standardized meeting preparation can also help staff to routinely produce more robust proposals for Board review.

M E M O

TO: Admin Committee  
FROM: District Manager  
SUBJECT: CivicClerk-Agenda & Meeting Management Program  
DATE: August 10, 2021

RECOMMENDATION:

It is recommended that the Admin Committee review this information and direct staff on how to move on this item. Staff believes that this program is too expensive and is made for a much larger business.

BACKGROUND:

On June 8, 2021, CivicPlus gave a presentation to the Committee on their CivicClerk program/software. The Committee discussed the presentation and asked questions of the presenters. Staff was directed to get pricing and bring this item back to the Committee.



**CivicPlus**

302 South 4th St. Suite 500  
Manhattan, KS 66502  
US

**Quote #:** Q-17069-1  
**Date:** 5/24/2021 3:12 PM  
**Expires On:** 8/22/2021  
**Product:** CivicClerk

**Client:**

San Lorenzo Valley Water District CA - CivicClerk

**Bill To:**

San Lorenzo Valley Water District CA - CivicClerk

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Braedon Burgess	x	burgess@civicplus.com		Net 30

CivicClerk - Statement of Work

QTY	PRODUCT NAME	DESCRIPTION	PRODUCT TYPE
1.00	CivicClerk Media Implementation	CivicClerk Media Implementation Fee	One-time
1.00	CivicClerk Media Annual Fee	Unlimited storage, unlimited users, up to 3 concurrent streams	Renewable
1.00	CivicClerk Premium Implementation Package	Premium Implementation Package – Up to # of Boards	
1.00	CivicClerk Premium Configuration	CivicClerk Premium Configuration	One-time
1.00	CivicClerk Custom Template Design	CivicClerk Custom Template Set - includes 2 Agenda templates, 1 Item Report template, 1 Minutes template, 1 Agenda Script template	One-time
2.00	CivicClerk Consulting (1h, virtual)	1 hour Virtual Consulting	One-time
1.00	CivicClerk Virtual Training (Half Day Block)	Training (Virtual) - half day, up to 4 hours	One-time
1.00	Live Meeting Manager Annual Fee - Special District	CivicClerk Live Meeting Manager Annual Fee - Live Meeting, Electronic Voting, Display Pages	Renewable
1.00	CivicClerk Annual Fee - Special District	CivicClerk Annual Fee - Agenda and Minutes Management	Renewable
Total Investment - Year 1			USD 19,470.00
Annual Recurring Services - Year 2			USD 15,309.00

Total Days of Quote:365

1. This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement located at <https://www.civicplus.com/master-services-agreement> ("MSA"), to which this SOW is hereby attached as the CivicClerk Statement of Work. By signing this SOW, Client expressly agrees to the terms and conditions of the MSA throughout the Term of this SOW.

2. This SOW shall remain in effect for an initial term equal to 365 days from the date of signing ("Initial Term"). In the event that neither party gives 60 days' notice to terminate prior to the end of the Initial Term or any subsequent Renewal Term, this SOW will automatically renew for an additional 1-year renewal term ("Renewal Term"). The Initial Term and all Renewal Terms are collectively referred to as the "Term".
3. The Total Investment - Year 1 will be invoiced at signing of this SOW. Client will pay all invoices within 30 days of the date of invoice.
4. Annual Recurring Services shall be invoiced on the start date of each Renewal Term. Annual Recurring Services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in year 2 of service.
5. Client shall have sole control and responsibility over the determination of which data and information shall be included in the content that is to be transmitted and stored by CivicPlus. Client shall not provide to CivicPlus or allow to be provided to CivicPlus any content that (a) infringes or violates any 3rd party's Intellectual Property rights, rights of publicity or rights of privacy, (b) contains any defamatory material, or (c) violates any federal, state, local, or foreign laws, regulations, or statutes.
6. The parties agree to cooperate in a timely manner to complete the Project Development Division of Work, as set forth on Addendum 1 hereto.

Signature Page to follow.



**Acceptance**

By signing below, the parties are agreeing to be bound by the covenants and obligations specified in this SOW and the MSA terms and conditions found at: <https://www.civicplus.com/master-services-agreement>.

IN WITNESS WHEREOF, the parties have caused this SOW to be executed by their duly authorized representatives as of the dates below.

Client

CivicPlus

By:

By:

\_\_\_\_\_  
Name:

\_\_\_\_\_  
Name:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Date:

**Contact Information**

\*all documents must be returned: Master Service Agreement, Statement of Work, and Contact Information Sheet.

<b>Organization</b>		URL
Street Address		
Address 2		
City	State	Postal Code
CivicPlus provides telephone support for all trained clients from 7am –7pm Central Time, Monday-Friday (excluding holidays). Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for ensuring CivicPlus has current updates.		
<b>Emergency Contact &amp; Mobile Phone</b>		
<b>Emergency Contact &amp; Mobile Phone</b>		
<b>Emergency Contact &amp; Mobile Phone</b>		
<b>Billing Contact</b>		E-Mail
Phone	Ext.	Fax
Billing Address		
Address 2		
City	State	Postal Code
Tax ID #		Sales Tax Exempt #
Billing Terms		Account Rep
Info Required on Invoice (PO or Job #)		
Are you utilizing any external funding for your project (ex. FEMA, CARES):		
		Y [ ] or N [ ]
Please list all external sources: _____		
<b>Contract Contact</b>		Email
Phone	Ext.	Fax
<b>Project Contact</b>		Email
Phone	Ext.	Fax

**Addendum 1 to Exhibit A.1 - Project Development Division of Work**

**Phase 1 – Introduction and Initial Configuration**

<b>CLIENT RESPONSIBILITY</b>	<b>CIVICPLUS RESPONSIBILITY</b>
<ul style="list-style-type: none"> <li>• Complete the implementation questionnaire</li> <li>• Provide Word versions of your agendas and item reports</li> </ul>	<ul style="list-style-type: none"> <li>• Create a production site request and assign a PL request in JIRA</li> <li>• Reach out to Client to explain the Implementation plan</li> <li>• Schedule and conduct a kick-off call with Client, if requested</li> <li>• Once supplied Word versions of the agendas and item reports, configure the templates in the system</li> <li>• Input questionnaire data</li> </ul>

**Phase 2 – Initial Review**

<b>CLIENT RESPONSIBILITY</b>	<b>CIVICPLUS RESPONSIBILITY</b>
<ul style="list-style-type: none"> <li>• Be prepared to schedule a call for system review</li> <li>• Provide feedback on any needed changes</li> </ul>	<ul style="list-style-type: none"> <li>• Schedule and conduct a first look call with Client.</li> <li>• Provide any template changes needed to CivicPlus.</li> </ul>

**Phase 3 – Final Configuration and Review**

<b>CLIENT RESPONSIBILITY</b>	<b>CIVICPLUS RESPONSIBILITY</b>
<ul style="list-style-type: none"> <li>• Provide a list of users</li> <li>• Provide any additional feedback and changes</li> </ul>	<ul style="list-style-type: none"> <li>• Enter user list with appropriate security settings</li> <li>• Make necessary changes to templates and configuration</li> </ul>

**Phase 4 – Training**

<b>CLIENT RESPONSIBILITY</b>	<b>CIVICPLUS RESPONSIBILITY</b>
<ul style="list-style-type: none"> <li>• Schedule a presentation for administrator training</li> <li>• Schedule a presentation for end user training</li> </ul>	<ul style="list-style-type: none"> <li>• Schedule and conduct administrator and end user trainings</li> </ul>

**Phase 5 (As Needed) – Additional Services**

<b>CLIENT RESPONSIBILITY</b>	<b>CIVICPLUS RESPONSIBILITY</b>
<ul style="list-style-type: none"> <li>• Provide Word versions of your most recent minutes</li> <li>• Provide a list of your Board/Council members</li> <li>• Schedule a 30 minute call for minutes training</li> <li>• Schedule a 30 minute call for BoardView training</li> </ul>	<ul style="list-style-type: none"> <li>• Once supplied Word versions of the minutes, configure the templates in the system</li> <li>• Schedule and conduct minutes training</li> <li>• Schedule and conduct BoardView training</li> </ul>